



Education Program Registrar Job Posting

Roger Williams Park Zoo of Providence, Rhode Island, one of the nation's oldest zoos and exhibiting over 100 animal species, is currently recruiting for full-time, year-round, exempt, Education Program. The Education Program Registrar is responsible for all aspects of the registration process for the Education Department's fee-based programming. This includes setting up the programs in our registration software, responding to customer needs, reporting data from the registration database, and working with the Director of Education and department managers to effectively use the data to inform program decisions and planning. The Registrar also provides administrative support to the department and provides program-specific data and information to other departments, as needed

RESPONSIBILITIES:

- Create all program listings in registration software (currently Altru) including confirmation materials
- Work with registration software provider to troubleshoot and resolve any technical challenges
- Serve as primary customer service contact for all program questions and resolve registration-related concerns including date changes and refunds
- Send out program reminders as necessary to registered participants
- Send out program surveys and follow-ups as necessary
- Run reports and queries as needed to support department and organization
- Participate as primary Education representative in cross-department Altru team
- Create and maintain program listings on Zoo website
- Send daily participant numbers to Guest Services
- Work with Director of Education and Education Managers to use registration data to advise and inform decision making
- Process payments for non-typical revenue
- Process Zoomobile payments
- Uphold and communicate registration policies to customers
- Submit all revenue to Finance Department
- Process all group registrations for the Overnight program, including sending out information packets and contracts and collecting payments and necessary paperwork from booking contact

Education Department Administrative Support

- Serve as primary contact for internal and external questions about the Education Department and programs. Will traffic questions to department staff as appropriate.
- Maintain department office supply inventories
- Deliver internal and external mail to and from the Sophie Danforth Building

- Serve as primary contact for the copy machine service/supplies
- Coordinate department responsibilities for onboarding of new hires including equipment allocation and communication with other departments as necessary
- Maintain department time-off database
- Maintain department petty cash fund
- Submit all work orders for department assets via epac
- Coordinates Trixie's Fund Ticket Grant awards

Education Department Publications Coordination

- Work with PR/Marketing department, Education Director, and Education Managers on production schedules for all department collateral
- Coordinate the collection of content for all department collateral
- Serve as department point person for Zoo publications (print and electronic)

CRITERIA:

Experience and Education:

Completion of a High School diploma; or equivalent combination of education and experience.

Skills and Aptitudes:

- Experience in the coordination, administration and maintenance of education programs
- Extremely strong:
 - Oral and written communication skills
 - Organizational skills
 - Customer service skills
- Experience with computer database and data analysis software such as Altru and Excel.
- Ability to foster effective working relationships with other departments, staff, professionals from other zoo organizations, and the general public.

Additional Requirements:

- Must be able to work a Tuesday through Saturday shift.
- Flexibility to work weekends, holidays and occasional evenings.
- Frequently required to sit for prolonged periods of time
- Occasionally exposed to weather conditions.
- Infrequent lifting and/or moving objects up to 15 pounds is required in this position
- Successful completion of a background check.
- Valid state driver's license.

Interested candidates are encouraged to send a cover letter and resume to:

Roger Williams Park Zoo
 ATTN: Education Program Registrar
 1000 Elmwood Ave
 Providence, RI 02907

-or-

employment@rwpzoo.org

